**FIG. 1**

The Components of the Invention

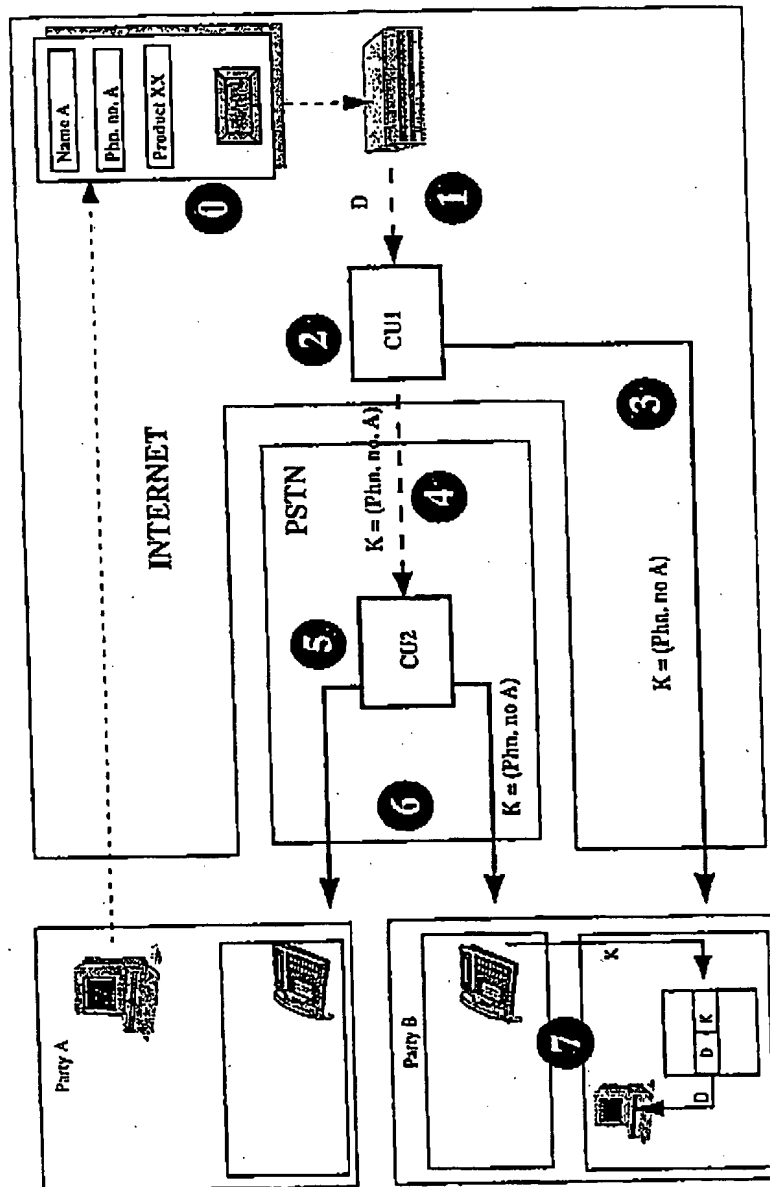


FIG.2

Example Application, Internet Enabled Call Centre

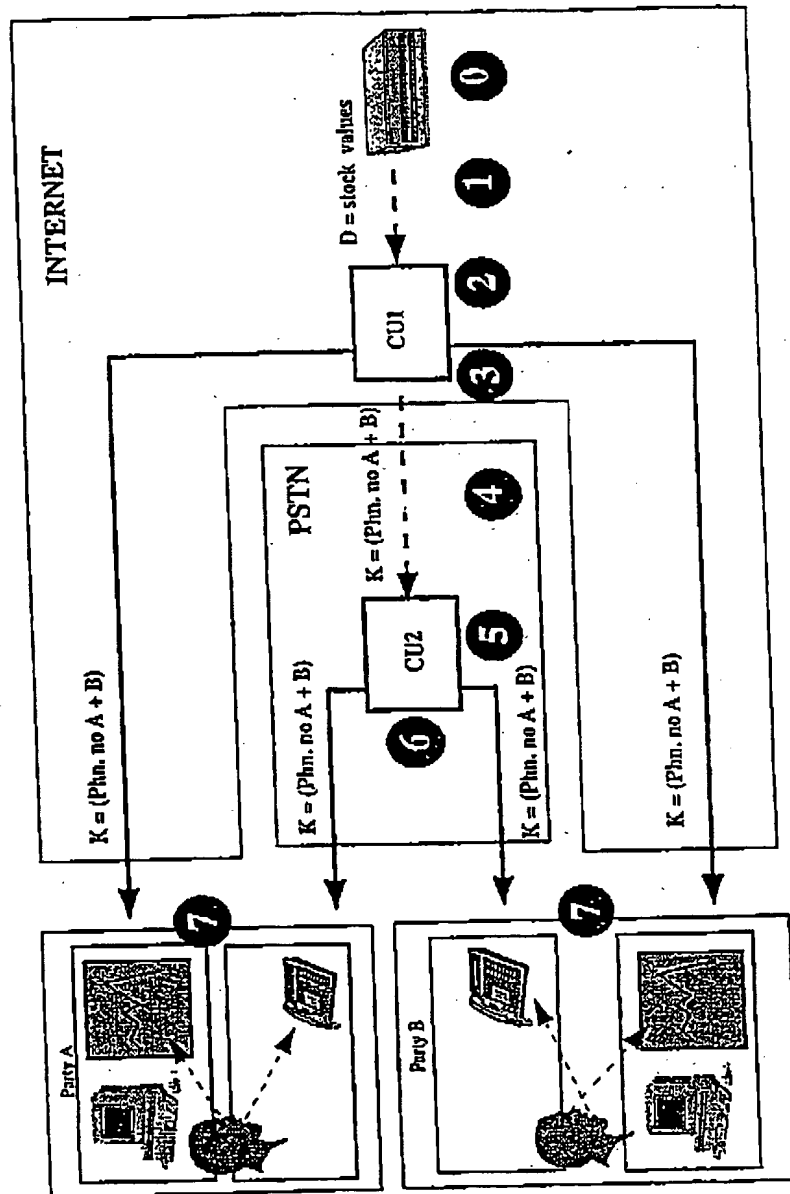


FIG. 3

Example Application, StockWatch